

**REPLY UNDER 37 CFR 1.116  
EXPEDITED PROCEDURE  
EXAMINING GROUP ART UNIT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicants: CASPI et al.  
Application No.: 10/742,304  
Filing Date: 12/18/2003  
For: COMPUTER-BASED  
TELEPHONE CALL  
MANAGEMENT

)  
) Confirmation No.: 5669  
) Group Art Unit: 2614  
) Examiner: Thjuan Knowlin Addy  
) **AMENDMENT and RESPONSE to**  
) November 25, 2009 Final Office Action  
) Docket No.: 2003P15311US  
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Mail Stop AF (via EFS)  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

02/26/2010        In response to the Final Office Action mailed November 25, 2009, please amend  
Please              the above-identified application as follows:  
Enter  
TKA

**Amendments to the claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 6 of this paper.